

Call center technology (software) = 0.00 Taka



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Business

investment, client,
business, profit



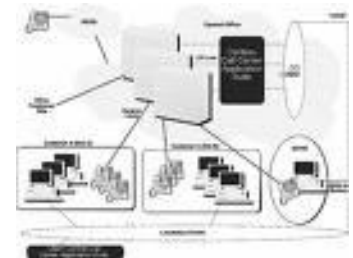
People

Agents, Managers,
team-leader, trainer

Call Center

Technology

High speed internet connectivity, computers, hardware, phone,
headphone, **Software solutions**



Success story of North South University

- An IP telephony lab was established at NSU in January 2008 and the objective was to use the *open source solutions* to provide low cost solutions for IP telephony and call center industry of Bangladesh.
- We are extensively working with “asterisk” a popular IP telephony soft-switch for corporates.

Call center solutions

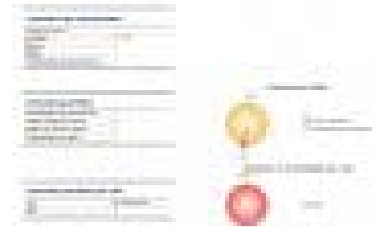
- NSU group was able to successfully demonstrate a **total call center solution** by using the open source solutions.
- Key features are:
 - The core module is deployed by **Asterisk** which is a robust application for VoIP solution. And deployed various customized open source application such as IP telephony service, SMS or USSD based application with web interface.
 - The reporting and administering parts are developed locally for customers need.

Call center features

- Skilled, professional, customer support and local technical service representatives. (local experts, no need to hire foreign consultant)
- Real Time Call processing without delay of network.
- Full administrable IVR where admin can easily change Voice Prompt when needed.
- Full CDR generation.
- Voice Record Facility for Originating and Terminating Calls.
- Robust system where more than 10,000 calls can be placed simultaneously (Based on Hardware configuration).
- Can route calls dynamically to Branch offices (Sub Call centers).
- Supports all call related features like Call hold, Call Parking, Call Forwarding, Call Waiting, Call Conferencing, Text Messaging, Call Transferring.
- All Agent monitoring tools and reporting tools are customizable.

Open source call center solutions

- **Manager Call Center over Asterisk:** supervise a call center based on the Asterisk PBX allowing generate reports about call center activity, e.g. agents activity, taken calls, lost calls. All this through web-interfase interfase written in PHP.
- **Svarog Call Contact Center:** Svarog is a real time web based call center which is based on AsteriskPBX, including technologies such as portlets, ajax (DWR/Dojo), jsf (MyFaces) and SpringFramework.
- **Activa for Asterisk:** Activa brings the Asterisk IP PBX to the call center. Built on top of Asterisk, Activa components enable successful call center implementations adding value in areas such as computer telephony, screenpop&click2dial, agent control, automatic dialing...
- **asterCRM:** asterCRM is a call center software for asterisk based VoIP system, also it has some CRM functions. It provide useful features such as pop-up, predictive dialer, click to call, extension status astercrm could work with all asterisk based system.



Customer Relationship Management (CRM) system

CRM Marketing campaign managers manage lists of users/customers/subscribers, and their interests, and also manage lists of advertising, bulk-mail, and press-release marketing campaigns targeted at these individuals.



SugarCRM - Commercial Open Source CRM

Commercial open source customer relationship management (CRM). CRM software for sales force automation and customer support deployed on demand or on site.



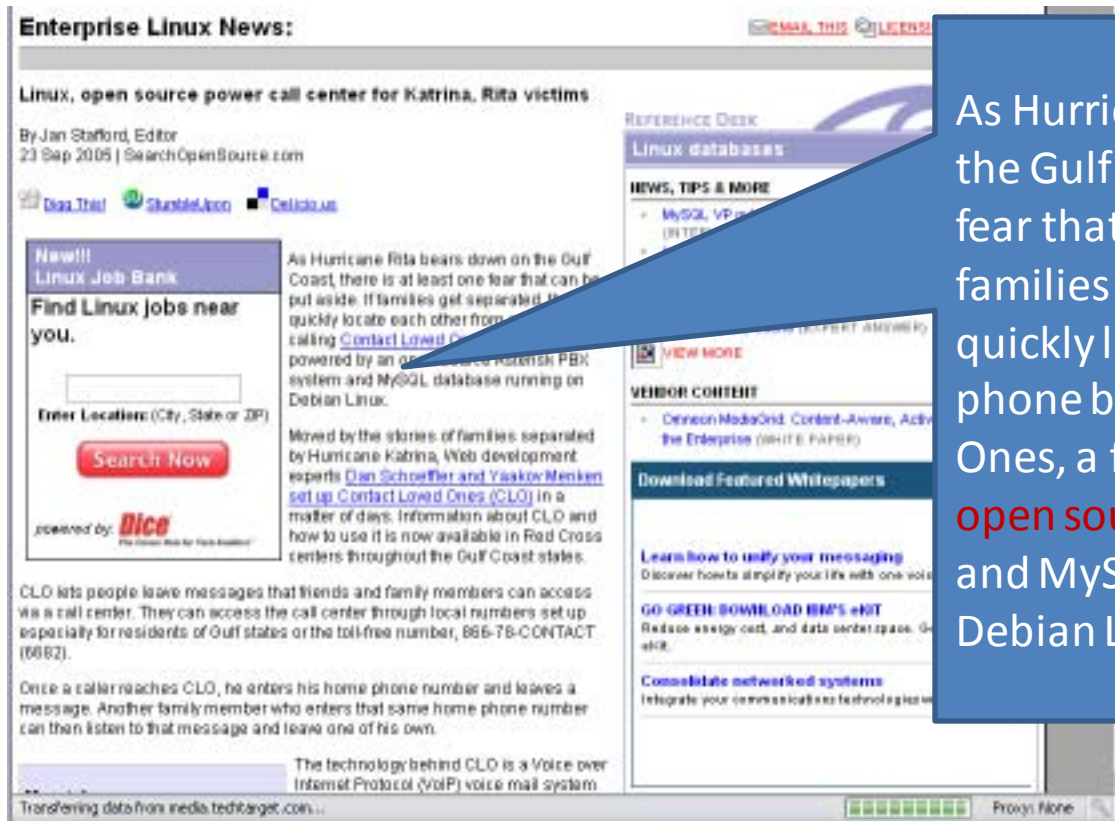
Open Source CRM [Open Source CRM](#) is a project to create an open-source CRM-Marketing package. Currently, it consists solely of KeyFactor, a complete & fully functional targeted email campaign manager.



Anteil [Anteil CRM](#) is an open-sourced system that seems to be focused on marketing campaign management.

M⁴ eCRM [M⁴](#) is a CRM-Marketing system. Seems to be a membership and marketing campaign system. It allows users to register themselves and their interests.





As Hurricane Rita bears down on the Gulf Coast, there is at least one fear that can be put aside. If families get separated, they can quickly locate each other from any phone by calling Contact Loved Ones, a free service powered by an **open source Asterisk** PBX system and MySQL database running on Debian Linux.

Enterprise Linux News: Linux, open source power call center for Katrina, Rita victims - Jan Stafford, Editor 23 Sep 2005 SearchOpenSource.com

<http://www.contactlovedones.com/>
Dan Schoeffler and Yaakov Menken

Aspect Software, a large call center software vendor based in Westford, Mass., recently selected **Asterisk for its new corporate headquarters.**



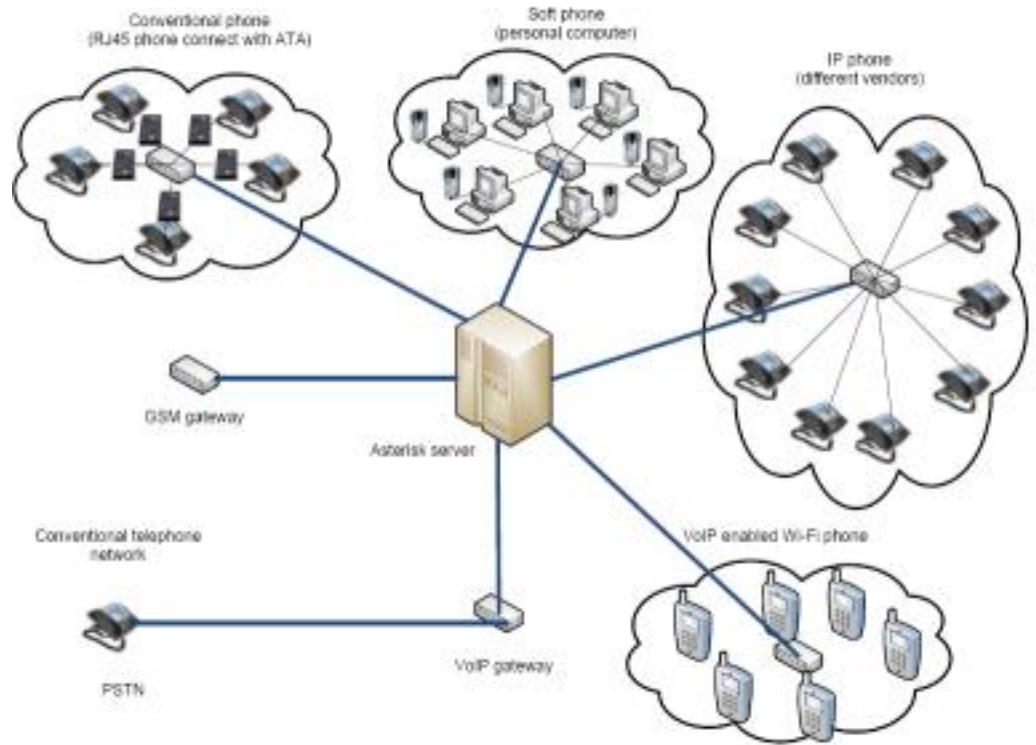
Dr. Mashiur Rahman and his group

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Network diagram of IP telephony lab at NSU